

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview

1. **Date of Submission:** 2011-02-23

2. **Agency:** 027

3. **Bureau:** 00

4. **Name of this Investment:** Consolidated Business Information System (CBIS)

5. **Unique Project (Investment) Identifier (UPI):** 027-00-01-01-01-1020-00

6. **What kind of investment will this be in FY 2012?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB?** FY2008

8.

- a. **Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.**

In 2008, both external and internal audit reviews performed by KPMG and the OPM Policy and Internal Control Group (PICG) identified two significant deficiencies: Cash Management/Fund Balance with Treasury (FBWT) and Financial Management and Reporting Processes for the Revolving Fund and Salaries and Expenses both linked to shortcomings with the prior financial system (GFIS). The CBIS solution leverages and implements Financial Systems Integration Office (FSIO) certified Commercial Off-The-Shelf (COTS) technology to address regulatory and compliance deficiencies. CBIS assists OPM in meeting its strategic goal to Expect the Best by providing financial management systems and tools that support financial business operations and informed decision-making. Improvement of financial management services at OPM is one part of a larger initiative aimed at fully overhauling all of the agency systems as envisioned in agency's restructuring effort. CBIS assists OPM in moving closer to its vision of becoming a model agency to other federal agencies. The CBIS project is also aligned to the strategic goal Honor service to ensure recognition and reward for exemplary performance of current employees and honor the careers of Federal retirees. CBIS Phase 1 Release 1 functionality was deployed on October, 2009. CBIS Phase 1 Release 2 functionality was deployed in August, 2010. Release 3 of Phase 1 is currently being reassessed, and Phase 2 has been put on indefinite hold. Through the implementation of the initial release the project remained within the OMB thresholds for cost and schedule performance. On 12/21/10 CBIS was been placed on the high risk list of system implementations by OMB which resulted in direction to remove all Phase 2 costs. As a result the CBIS project is in the process of rebaselining its remaining tasks and milestones. Post P1R1 deployment, OPM experienced some change management challenges and technical issues that impacted invoices and travel processing and payments. The project continues to address the P1R1 issues and provide plan for future releases and Phase I. The budget numbers being provided with this submission of the Exhibit 300 reflect actual costs/spending as a part of the overall revision.

- b. **Provide any links to relevant websites that would be useful to gain additional information on the investment including links to GAO and IG reports.**

Title	Link
IT Dashboard Profile	https://myit.usaspending.gov/?q=content/investment&buscid=593&filter=agency~027,bureau~00
GAO-10-808 Financial Management Systems: Experience with Prior Migrations and Modernization Efforts Provides Lessons Learned for New Approach	http://www.gao.gov/new.items/d10808.pdf
OPM Budget Link	http://www.opm.gov/about_opm/

9.

- a. **Provide the date of the Agency's Executive/Investment Committee approval of this investment.**
2008-08-29
- b. **Provide the date of the most recent or planned approved project charter.** 2010-06-21

10. Contact information?

- a. **Program/Project Manager Name:** *
Phone Number: *
Email: *
- b. **Business Function Owner Name (i.e. Executive Agent or Investment Owner):** Stephen Agostini
Phone Number: *
Email: *

11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA): Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.

- Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding

(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Planning & Acquisition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition(DME):	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
Operations, Maintenance, Disposition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal O&M and Disposition Costs (SS):	*	*	*	*	*	*	*	*	*
TOTAL FTE Costs	*	*	*	*	*	*	*	*	*
TOTAL (not including FTE costs):	*	*	*	*	*	*	*	*	*
TOTAL (including FTE costs):	*	*	*	*	*	*	*	*	*
Number of FTE represented by	*	*	*	*	*	*	*	*	*

Table I.B.1: Summary of Funding
(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Costs:									

2. Insert the number of years covered in the column “PY-1 and earlier”: 1

3. Insert the number of years covered in the column “BY+4 and beyond”: *

4. If the summary of funding has changed from the FY 2011 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Completed	Short description of acquisition
Awarded		IA4209000030	IA4209000030 (Certification & Accreditation)	N/A	*	*	\$0.1	Other (none of the above)	N	2009-07-01	2009-10-01	Follow On to Completed Action	Interagency assistance for certification and accreditation
Awarded		IA4209000031	IA4209000031 (Interagency Interface Development)	N/A	*	*	\$0.0	Other (none of the above)	N	2009-06-10	2009-10-31	Follow On to Completed Action	Interagency Agreement for Development and Assistance support.
Awarded		N/A	Training and Management Assistance (TMA) Planned O	N/A	*	*	\$0.3	Other (none of the above)	N	2009-07-01	2018-10-01	Follow On to Completed Action	Training and management Assistance, Operations and Maintenance
Awarded		OPMBPA420800004	OPMBPA420800004 (PMO Support for Implementation)	N/A	*	*	\$11.1	Firm Fixed Price	Y	2008-10-01	2012-09-30	Full and Open Competition	Continued PMO Support for reporting and

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Completed	Short description of acquisition
													Program Cost Tracking.
Awarded		OPMBPA4208002	OPMBPA42080002(SI Contract for software/ integra	N/A	*	*	\$79.9	Firm Fixed Price	Y	2008-08-01	2017-09-30	Full and Open Competition	Software Integration and Hosting Services
Awarded		OPMBPA4209013	OPMBPC42090013 (Data Clean-Up/ Extraction/ Legac	N/A	*	*	\$3.1	Time and Materials	Y	2009-04-16	2010-12-30	Follow On to Completed Action	Data Cleaning Services & Decommission Assistance
Awarded		OPMBPC4209011	OPMBPC420900011; (Independent Verification & V	N/A	*	*	\$2.9	Time and Materials	Y	2009-04-06	2011-11-30	Full and Open Competition	Verification & Validation Support
Awarded		OPMPO42090038	OPMPO420900038; Carlson Wagonlit Government Trave	N/A	*	*	\$0.1	Time and Materials	N	2009-08-14	2010-11-10	Follow On to Completed Action	Government Travel Support

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

- 3.
- a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow *
 - b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 *
 - c. Was the Acquisition Plan approved in accordance with agency requirements *
 - d. If "yes," enter the date of approval? *
 - e. Is the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? *
 - f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? *
 - g. If an Acquisition Plan has not been developed, provide a brief explanation.

*

Part II: IT Capital Investments

Section A: General

1.
 - a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. yes
 - b. If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment. N/A
3. Provide the date of the most recent or planned Quality Assurance Plan 2011-12-30
4.
 - a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment. 027-00-01-01-01-1020-00
 - b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s). 027-00-01-01-01-1020-00
5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. 2010-06-01
6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. 2011-02-22

Section B: Cost and Schedule Performance

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Maintain and Operate CBIS Phase 1	SS	*	\$6.9	\$7.3	2009-10-01	2009-10-01	2011-11-02		95.00%	90.00%
Need/Plan	DME	*	\$0.4	\$0.4	2008-08-28	2008-08-28	2008-12-30	2008-12-30	100.00%	100.00%
System Requirements (Analyze)	DME	*	\$4.5	\$4.5	2008-08-28	2008-08-28	2009-02-19	2009-02-19	100.00%	100.00%
System Design R1	DME	*	\$5.0	\$5.0	2008-10-24	2008-10-24	2009-08-06	2009-06-02	100.00%	100.00%
System Requirements (Analyze)	DME	*	\$0.3	\$0.3	2009-01-07	2009-01-07	2010-05-12	2010-04-30	100.00%	100.00%
Build System Components R1	DME	*	\$5.0	\$5.0	2009-02-02	2009-02-02	2009-10-09	2009-10-16	100.00%	100.00%
Evaluate System Components (Test) R1	DME	*	\$7.2	\$7.1	2009-03-17	2009-03-17	2011-01-03	2009-09-17	100.00%	100.00%
Decommission Phase 1 – Legacy Applications	DME	*	\$0.5	\$0.6	2009-06-01	2009-06-01	2010-01-04	2010-01-04	100.00%	100.00%
Deploy/Cutover R1	DME	*	\$3.1	\$3.1	2009-09-01	2009-09-01	2011-01-28	2010-12-03	100.00%	100.00%
OPM EVM PMO Support FY10	DME	*	\$0.2	\$0.2	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
OPM Non-Labor Expenses FY10	DME	*	\$0.1	\$0.1	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
System Design R2/R3	DME	*	\$2.3	\$2.4	2009-11-02	2009-11-02	2010-11-30	2010-07-07	100.00%	100.00%
System Requirements (Analyze) R2/R3	DME	*	\$0.4	\$0.4	2009-11-02	2009-11-02	2011-01-03		100.00%	95.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Need/Plan	DME	*	\$0.8	\$0.8	2009-10-01	2009-10-01	2011-01-25	2010-12-21	100.00%	100.00%
Build System Components R2/R3	DME	*	\$3.6	\$2.9	2009-12-28	2009-12-28	2011-06-06		100.00%	95.00%
Phase 2 Data Analysis, Cleansing and Conversion	DME	*	\$1.0	\$1.0	2010-01-06	2010-01-06	2011-11-25	2010-12-21	100.00%	100.00%
Evaluate System Components (Test) R2/R3	DME	*	\$2.1	\$1.0	2010-02-01	2010-02-01	2011-05-11		100.00%	95.00%
Deploy/Cutover	DME	*	\$3.9	\$2.0	2009-12-01	2009-12-12	2011-12-30		100.00%	85.00%
Other Support	DME	*	\$0.2	\$0.2	2009-10-01	2009-10-01	2012-09-28		50.00%	50.00%
OPM EVM PMO Support FY11	DME	*	\$0.2	\$0.1	2010-10-01	2010-10-01	2011-09-30		25.00%	25.00%
OPM Non-Labor Expenses FY11	DME	*	\$0.1	\$0.0	2010-10-01	2010-10-01	2011-09-30		25.00%	25.00%
OPM Non-Labor Expenses FY12	DME	*	\$0.1	\$0.0	2011-10-01		2012-09-30		0.00%	0.00%

2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion. N/A

3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.

2009-10-01

4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation?

no

Section C: Financial Management Systems

Table II.C.1: Financial Management Systems			
System(s) Name	System acronym	Type of Financial System	BY Funding
*	*	*	*

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only)

Table II.D.1. Customer Table:	
Customer Agency	Joint exhibit approval date
NONE	

Table II.D.2. Shared Service Providers		
Shared Service Provider (Agency)	Shared Service Asset Title	Shared Service Provider Exhibit 53 UPI (BY 2011)
*	*	*

Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions):							
Partner Agency	Partner exhibit 53 UPI (BY 2012)	CY Monetary Contribution	CY “In-Kind” Contribution	CY Fee-for-Service	BY Monetary Contribution	BY “In-Kind” Contribution	BY Fee-for-Service
NONE							

Table II.D.4. Legacy Systems Being Replaced		
Name of the Legacy Investment of Systems	Current UPI	Date of the System Retirement
*	*	*

Section E: Performance Information

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
Technology	Overall Costs	Amount of money saved with the new financial system compared to historical costs for financial systems	quarterly	Dollars	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	0%	Future year	Not Due	2010-09-17
			2012	0%	Future year	Not Due	2010-09-17
			2013	0%	Future year	Not Due	2010-09-17
			2014	0%	Future year	Not Due	2010-09-17
			2015	0%	Future year	Not Due	2010-09-17
			2016	0%	Future year	Not Due	2010-09-17
			2017	0%	Future year	Not Due	2010-09-17
			2018	0%	Future year	Not Due	2010-09-17
Customer Results	Response Time	Average time elapsed for the help desk to resolve Tier 1 Trouble Tickets	monthly	Hours	n/a	0	2008-08-29

			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	0%	Future year	Not Due	2010-09-17
			2012	0%	Future year	Not Due	2010-09-17
			2013	0%	Future year	Not Due	2010-09-17
			2014	0%	Future year	Not Due	2010-09-17
			2015	0%	Future year	Not Due	2010-09-17
			2016	0%	Future year	Not Due	2010-09-17
			2017	0%	Future year	Not Due	2010-09-17
			2018	0%	Future year	Not Due	2010-09-17
Mission and Business Results	Enterprise Architecture	Completion of Operational Readiness Review and migration to host facilities	annual	Percent	100%	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	100%	100%	Met	2010-09-17
Mission and Business Results	Enterprise Architecture	Contract execution/negation for Trust Fund implementation	annual	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

			2011	100%	Future year	Not Due	2010-09-17
			2012	100%	Future year	Not Due	2010-09-17
			2013	100%	Future year	Not Due	2010-09-17
			2014	100%	Future year	Not Due	2010-09-17
			2015	100%	Future year	Not Due	2010-09-17
			2016	100%	Future year	Not Due	2010-09-17
			2017	100%	Future year	Not Due	2010-09-17
			2018	100%	Future year	Not Due	2010-09-17
			annual	Percent	100%	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
Mission and Business Results	Enterprise Architecture	Deactivate system components	2010	100%	100%	Met	2010-09-17
			annual	Percent	Increase	0.98	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	98% or higher	TBD	Not Due	2010-09-17
			2012	98% or higher	Future year	Not Due	2010-09-17

			2013	98% or higher	Future year	Not Due	2010-09-17
			2014	98% or higher	Future year	Not Due	2010-09-17
			2015	98% or higher	Future year	Not Due	2010-09-17
			2016	98% or higher	Future year	Not Due	2010-09-17
			2017	98% or higher	Future year	Not Due	2010-09-17
			2018	98% or higher	Future year	Not Due	2010-09-17
			annual	Percent	100%	0	2008-08-29
Customer Results	Service Availability	Execution of all hosting/SLA components	Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	100%	100%	Met	2010-09-17
Technology	Availability	Maintain core financial system availability to users at 99% or more	monthly	Percent	constant	0.98	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	99% or higher	100%	Met	2010-09-17
Technology	Availability	Maintain core financial system availability to users at 99% or more	monthly	Percent	n/a	0.98	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	99% of higher	Future year	Not Due	2010-09-17

			2013	99% of higher	Future year	Not Due	2010-09-17
			2014	99% of higher	Future year	Not Due	2010-09-17
			2015	99% of higher	Future year	Not Due	2010-09-17
			2016	99% of higher	Future year	Not Due	2010-09-17
			2017	99% of higher	Future year	Not Due	2010-09-17
			2018	99% of higher	Future year	Not Due	2010-09-17
Mission and Business Results	Capital Planning	Percent differences between money budgeted and spent on the financial system	quarterly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	0 +/- 5%	Future year	Not Due	2010-09-17
			2012	0 +/- 5%	Future year	Not Due	2010-09-17
			2013	0 +/- 5%	Future year	Not Due	2010-09-17
			2014	0 +/- 5%	Future year	Not Due	2010-09-17
			2015	0 +/- 5%	Future year	Not Due	2010-09-17
			2016	0 +/- 5%	Future year	Not Due	2010-09-17

Processes and Activities	Innovation and Improvement	Percent of automated agreements					
			2017	0 +/- 5%	Future year	Not Due	2010-09-17
			2018	0 +/- 5%	Future year	Not Due	2010-09-17
			quarterly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	100%	Future year	Not Due	2010-09-17
			2012	100%	Future year	Not Due	2010-09-17
			2013	100%	Future year	Not Due	2010-09-17
			2014	100%	Future year	Not Due	2010-09-17
			2015	100%	Future year	Not Due	2010-09-17
Technology	Availability	Percent of availability of core financial system application(s)	2016	100%	Future year	Not Due	2010-09-17
			2017	100%	Future year	Not Due	2010-09-17
			2018	100%	Future year	Not Due	2010-09-17
			monthly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

Technology	Availability	Percent of availability of IT hosting infrastructure (IT hosting infrastructure availability)	2011	98-100%	Future year	Not Due	2010-09-17
			2012	98-100%	Future year	Not Due	2010-09-17
			2013	98-100%	Future year	Not Due	2010-09-17
			2014	98-100%	Future year	Not Due	2010-09-17
			2015	98-100%	Future year	Not Due	2010-09-17
			2016	98-100%	Future year	Not Due	2010-09-17
			2017	98-100%	Future year	Not Due	2010-09-17
			2018	98-100%	Future year	Not Due	2010-09-17
			monthly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	98-100%	Future year	Not Due	2010-09-17
			2012	98-100%	Future year	Not Due	2010-09-17
			2013	98-100%	Future year	Not Due	2010-09-17
			2014	98-100%	Future year	Not Due	2010-09-17
			2015	98-100%	Future year	Not Due	2010-09-17

Mission and Business Results	Funds Control	Percent of expired unliquidated obligations	2016	98-100%	Future year	Not Due	2010-09-17
			2017	98-100%	Future year	Not Due	2010-09-17
			2018	98-100%	Future year	Not Due	2010-09-17
			quarterly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	0-5%	Future year	Not Due	2010-09-17
			2012	0-5%	Future year	Not Due	2010-09-17
			2013	0-5%	Future year	Not Due	2010-09-17
			2014	0-5%	Future year	Not Due	2010-09-17
			2015	0-5%	Future year	Not Due	2010-09-17
Processes and Activities	Errors	Percent of financial transactions with Errors	2016	0-5%	Future year	Not Due	2010-09-17
			2017	0-5%	Future year	Not Due	2010-09-17
			2018	0-5%	Future year	Not Due	2010-09-17
			quarterly	Percent	n/a	0	2008-08-29

			Fiscal Year	Target	Actual Results	Target “Met” or “Not Met”	Last Updated
			2011	0%	Future year	Not Due	2010-09-17
			2012	0%	Future year	Not Due	2010-09-17
			2013	0%	Future year	Not Due	2010-09-17
			2014	0%	Future year	Not Due	2010-09-17
			2015	0%	Future year	Not Due	2010-09-17
			2016	0%	Future year	Not Due	2010-09-17
			2017	0%	Future year	Not Due	2010-09-17
			2018	0%	Future year	Not Due	2010-09-17
Mission and Business Results	Payments	Percent of payments not paid on time	quarterly	Percent	Decrease	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target “Met” or “Not Met”	Last Updated
			2010	0-2%	TBD	Not Due	2010-09-17
			2012	0-2%	Future year	Not Due	2010-09-17
			2013	0-2%	Future year	Not Due	2010-09-17
			2014	0-2%	Future year	Not Due	2010-09-17
			2015	0-2%	Future year	Not Due	2010-09-17

Mission and Business Results	Funds Control	Percent reduction in unobligated balances lapsing	2016	0-2%	Future year	Not Due	2010-09-17
			2017	0-2%	Future year	Not Due	2010-09-17
			2018	0-2%	Future year	Not Due	2010-09-17
			quarterly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	100%	Future year	Not Due	2010-09-17
			2012	100%	Future year	Not Due	2010-09-17
			2013	100%	Future year	Not Due	2010-09-17
			2014	100%	Future year	Not Due	2010-09-17
			2015	100%	Future year	Not Due	2010-09-17
Mission and Business Results	Collections and Receivables	Percentage of accounts receivable delinquency	2016	100%	Future year	Not Due	2010-09-17
			2017	100%	Future year	Not Due	2010-09-17
			2018	100%	Future year	Not Due	2010-09-17
			monthly	Percent of debt over 181 days vs. total debt	Decrease	0.1	2008-08-29

			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	Reduce accounts receivable delinquency rate to 10% or lower	97%	Not Met	2010-09-17
			2012	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
			2013	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
			2014	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
			2015	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
			2016	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
			2017	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
			2018	Reduce accounts receivable delinquency rate to 10% or lower	Future year	Not Due	2010-09-17
Customer Results	Accuracy of Service or Product Delivered	Percentage of Tier 1 Critical Trouble Ticket Calls resolved within 4 hours	monthly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	>95%	Future year	Not Due	2010-09-17
			2012	>95%	Future year	Not Due	2010-09-17
			2013	>95%	Future year	Not Due	2010-09-17

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Customer Results	Accuracy of Service or Product Delivered	Percentage of Tier 1 Low Trouble Ticket Calls resolved on the first attempt within 20 Business days	2018	>95%	Future year	Not Due	2010-09-17
			monthly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	>95%	Future year	Not Due	2010-09-17
			2012	>95%	Future year	Not Due	2010-09-17
			2013	>95%	Future year	Not Due	2010-09-17
			2014	>95%	Future year	Not Due	2010-09-17
			2015	>95%	Future year	Not Due	2010-09-17
			2016	>95%	Future year	Not Due	2010-09-17
			2017	>95%	Future year	Not Due	2010-09-17
Customer Results	Accuracy of Service or Product Delivered	Percentage of Tier 1 Medium Trouble Ticket Calls resolved on the first attempt within 2 business days	2018	>95%	Future year	Not Due	2010-09-17
			monthly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target	Last Updated

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			2015	>90%	Future year	Not Due	2010-09-17
			2016	>90%	Future year	Not Due	2010-09-17
			2017	>90%	Future year	Not Due	2010-09-17
			2018	>90%	Future year	Not Due	2010-09-17
Mission and Business Results	Enterprise Architecture	Successful final cycle test of mock data conversion	annual	Percent	n/a	0	2008-08-29
Mission and Business Results	Accounting	Variance between the general ledger and the reconciled general ledger	Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	100%	100%	Met	2010-09-17
			monthly	Percent	n/a	0	2008-08-29
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	0-5%	Future year	Not Due	2010-09-17
			2012	0-5%	Future year	Not Due	2010-09-17
			2013	0-5%	Future year	Not Due	2010-09-17
			2014	0-5%	Future year	Not Due	2010-09-17
			2015	0-5%	Future year	Not Due	2010-09-17

2016	0-5%	Future year	Not Due	2010-09-17
2017	0-5%	Future year	Not Due	2010-09-17
2018	0-5%	Future year	Not Due	2010-09-17

* - Indicates data is redacted.